

FREQUENTLY ASKED QUESTIONS – FAST5 NETBALL WORLD SERIES

Q. When can I buy my fan package or tickets to the Fast5 Netball World Series?

The first opportunity to purchase tickets will on Monday 2 May 2016, when Fan Packages go on sale. Fan Packages will be available to review from Friday 29 April. Fans can discuss directly with selected Official Travel Agents. Individual session tickets will be available in September 2016.

Q. What is a Fan Package?

Official Fan Packages offer the best possible way to experience the Fast5 Netball World Series. Combining official match tickets with other exciting event elements such as VIP experiences, official merchandise, functions and hospitality, Fan Packages come in a variety of offerings - there really is an option to suit every netball fan! Be sure to explore the full range of packages being offered by our three Official Travel Agents so you can make the best decision for you.

Q. Who can buy a Fan Package?

Fan Packages are available to everyone. Whether you are travelling from interstate, overseas or you live locally in Melbourne – there will be a package to suit you and your friend's netball experience.

Q. What will be included in the Fan Package?

Each of the Official Travel Agents has created their own unique set of Fan Packages. Some of the things you can expect to be included are: match tickets, VIP access, tickets to special events, behind the scenes tours and souvenir merchandise. It is important to note that not all packages will include travel and accommodation – so you don't have to be an international or interstate visitor to benefit from Fan Packages.

Q. If I buy a package, can I sit with my friends who have bought the same package?

We suggest that friends should arrange to purchase Fan Packages together, but each OTA will have great processes for ensuring that friends groups and families can be seated together.

Q. What if I only want tickets rather than a Fan Package?

Limited tickets in all categories will be available via Ticketek in September 2016 however if you would like to secure your preferred tickets early, we encourage you and your friend's to purchase a Fan Package.

Q. Who are the Official Travel Agents for the Fast5 Netball World Series?

There are three Official Travel Agents (OTA's) for Fast5 Netball World Series, including companies based in Australia and New Zealand. OTAs have been appointed for 2016, 2017 and 2018.

Events Worldwide

1300 788 666

Flight Centre

0800 24 35 44

House of Travel

0800 468 225

Only authorised agents may sell official Fan Packages. We encourage fans to contact the Fast5 Travel Office (traveloffice@Fast5worldseries.com.au) should they receive approaches from non-authorised agents as these will not include official event tickets.

Q. When will I know when my favourite team is playing?

Each of the six teams will play six games across the two-day series and each team will feature on both days of competition, with finals held on Sunday.

The full Fast5 Netball World Series competition schedule will be published once finalised. The Fast5 Netball World Series encourages fans to support their favourite teams, but also invite fans to pick a 'second team' to support. An international event such as Fast5 Netball World Series presents a wonderful opportunity to support other nations' efforts and follow some of the characters and athletes from across the globe.

Q. Where will the matches be played?

All matches will be played in Melbourne Olympic Park, at Hisense Arena.

Q. What are the categories for seating?

There are three categories for seating at the Fast5 Netball World Series - Silver, Gold and Platinum. All of these categories are available via OTA's when purchasing a Fan Packages. Please access the official seating chart for further details on the location of each seating category.

Q. Where is Melbourne Olympic Park?

Melbourne Olympic Park is located within walking distance from the Melbourne CBD and less than 30km from Melbourne's International Airport. The Park is accessible by car, bus, train and tram.

Some Official Travel Agents will include parking or transfer options within their fan packages. For the most up to date information on public transport, visit www.ptv.vic.gov.au.

For further information, visit Melbourne Olympic Park's website which provides a complete overview of the precinct: www.mopt.com.au.

Q. Where is the best place to stay to experience the Fast5 Netball World series?

All matches will be held within Melbourne Olympic Park (at Hisense Arena). The Official Travel Agents will be offering a range of accommodation to suit all budgets and tastes, in the surrounding vicinity and the Melbourne CBD.

Q. Will the Fan Packages include accommodation?

Some of the Fan Packages will include accommodation, but not all – this ensures a great level of flexibility and choice for fans!

Any further questions?

Contact the Fast5 Netball World Series Travel Office

Traveloffice@fast5worldseries.com

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